



Service Metrics

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re patent application of  
**Robertson et al.**

:Art Unit: **2154**

:Examiner: **Bharat Barot**

:Atty. Dkt: **Service Metrics**

:Date: **January 6, 2004**

Serial No.: **09/603,174**

Filed: **June 23, 2000**

For: **A Method and System for Internet Performance  
Monitoring Analysis**

Mail Stop Non-Fee Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

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**JAN 12 2004**

**Technology Center 2100**

#10/B  
LDT  
1-16-04  
entered

**REPLY TO OFFICE ACTION**

Sir:

Pursuant to the Office Action having a mailing date of October 6, 2003 and received in regard to the above-referenced application, please amend the above-identified application as follows:

**Amendment to the Specification** begins on page 2 of this paper.

**Amendments to the Claims** are reflected in the listing of claims which begin on page 3 of this paper.

**Remarks** begin on page 7 of this paper.